



CLIENT HANDBOOK

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| THIS HANDBOOK BELONGS TO: | |
| YOUR NEIGHBOURHOOD OF CARE IS: | |
| YOUR PROGRAM MANAGER IS: | |
| THE CONTACT NUMBER FOR | IS: 519-969-8188 ext. |
| YOUR ALTERNATE PROGRAM MANAGER IS: | |
| THE CONTACT NUMBER FOR | IS: 519-969-8188 ext. |
| THE CONTACT NUMBER FOR YOUR ALSO STAFF IS: 519-969-8188 ext. | |
| THE ALTERNATE NUMBER FOR YOUR ALSO STAFF IS: | |

The most updated version of this handbook can be found on our website

www.alsogroup.org

ABOUT THIS HANDBOOK

This handbook is yours to keep.

It tells you about ALSO services,
what to expect as a client of ALSO and what is expected of you.

The handbook also outlines programs, community resources,
and ways to get involved.

Please keep this handbook in an area where you can easily find it and share it with your family or others who support you.

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ABOUT ALSO

Mission Statement

Our mission is to support people with disabilities in living their lives as they choose, aligned with their personal goals and defined by their choices.

Vision Statement

We envision a day when people with physical disabilities fully participate in all aspects of community life as the norm and not the exception.

Values

Quality - We are committed to continuous improvement

Accountability - We guarantee responsibility and accuracy to our clients, staff, funders, and the community as a whole

Responsiveness - We respond positively to change and challenge

Respect - We value each individual. Clients are the experts in their own service delivery.

Accessibility - We advocate for increased access in all aspects of life.

Collaboration - We seek efficiencies through partnerships both internally and externally

Leadership - We lead by finding solutions

Philosophy Of Independent Living

At ALSO we believe in the Philosophy of Independent Living. The philosophy of independent living is a social movement and ideology that advocates for the rights of people with disabilities to live self-sufficiently and with autonomy, just like anyone else. It challenges traditional notions of dependency on institutional care or family and instead emphasizes the ability of individuals to make their own choices, manage their own lives, and live in the community with the same rights and opportunities as non-disabled people.

ALSO is a non-profit organization and receives funds from:

Ontario Health West
Ministry of Children, Community and Social Services
The County of Essex
The City of Windsor

OUR OPERATIONS

CORPORATE BOARD OF DIRECTORS

ALSO is governed by a Board of Directors. They are responsible for overseeing the leadership of our organization and establishing broad policies.

FOUNDATION BOARD

The ALSO Foundation is governed by a Board of Directors. They are responsible for overseeing the spending and retaining of Foundation funds.

SENIOR MANAGEMENT

Our Senior Management Team is made up of our:

- Executive Director
- Director of Human Resources
- Director of Service
- Director of Operations
- Finance Controller
- Administrative Controller

PROGRAM MANAGER

Each Neighbourhood of Care has a Program Manager. They are responsible for:

- Assessment and service plans
- Client Schedules
- Issue resolution
- Service coordination and referral *IE: professional services such as an Occupational Therapist.*
- Performance management of staff

ASSISTANT PROGRAM MANAGER

Assistant Program Managers support Program Managers with the smooth running of their assigned NOC.

ATTENDANT SERVICE WORKER (ASW)

Attendant Service Workers are the backbone of our organization. They work directly with our clients supporting them in their independence. They are responsible for providing the care and services outlined in your service agreement.

COMMUNITY SUPPORT WORKERS (CSW)

Community Support Workers are the backbone of our Collaborative Supportive Housing (CSH) sites. They work directly with our CSH clients providing support and specialized assistance.

LEAD ATTENDANT

Many Neighbourhoods of Care assign a Lead Attendant to certain shifts. Leads are not Supervisors - they are Attendant Service Workers who have agreed to take on additional responsibilities such as:

- Advising you of changes to your schedule
- Answering routine phone calls
- Assisting the Program Manager with administrative duties

- Preparing and ensuring delivery of client schedules and other ALSO information

ACQUIRED BRAIN INJURY (ABI) SYSTEM NAVIGATION

ABI Supports & Systems Navigator works to connect people who have experienced an ABI with community resources including community support, housing and attendant care service as well as rehabilitation tools.

CLIENT INTERVENTION SERVICES

Client Service Navigators provide short-term case management, service coordination, intake, and general inquiries.

SCHEDULING DATA OPERATOR

- Complete scheduling and data entry within the digital scheduling platform – AlayaCare.
- Maintain staff schedules with the support of the program manager

OTHER TERMS YOU WILL SEE AND HEAR

As a client of ALSO, there are terms that you will see and hear throughout your service. Knowing and understanding these terms will help you when participating in and discussing your care.

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| 2SLGBTQIA+ | An acronym that refers to a range of sexual and gender identities including Two-spirit people, lesbian, gay, bisexual, transgender, queer, intersex, asexual, and “+” inclusive of people who use additional terminologies. |
| ABI | Any type of brain damage that occurs after birth. This could include things like blows to the head, tumors, and substance injury. |
| ALAYACARE | AlayaCare is the software program ALSO staff uses for scheduling, client files, and service-related information. |
| ALGO | Assisted Living Goes Out (ALGO) is an advocacy program whose purpose is to seek out businesses that actively support accessibility with the overarching aim of contributing to improved well-being and enjoyment of all people in our community |
| ALSO STAFF | Our main workforce is comprised of Attendant Service and Community Support Workers. They deliver front-line service to our clients. In addition to the many front-line employees, we have a variety of individuals working behind the scenes to support the work we do. This includes teams in finance, information technology, scheduling and data entry, human resources, staff training and events, and fundraising. |
| ATTENDANT SERVICES | Personal care assistance provided to you, whether at home, school, or work. |
| BIPOC | Pronounced “Bye-Pock” it is a term that stands for Black, Indigenous, and people of colour. |
| BOOKING | A booking refers to a scheduled block of time assigned to a specific client with pre-determined tasks to be completed. |
| CAC | CAC stands for Client Advisory Committee. This is a client-led committee that works in an advisory capacity to the Executive Director, Senior Management, and Board of Directors. The purpose of the CAC is to promote the inclusion of the client perspective in decision-making. |
| CARE PLAN | Each client has a unique and tailored care plan that outlines the tasks that ALSO staff will assist you with during your bookings. Staff follow your directions to complete the tasks outlined in the care plan during service, if changes need to be made, they must be done with your program manager. |

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| CLIENT | Any person who uses our services is called a client. |
| COC | <p>There are 5 Communities of Care (COC) that serve as larger communities and partnerships for our NOC's.</p> <ol style="list-style-type: none"> 1. South – Amherstburg and South 2. West – Westgate, Chrysalis Day Program, and Participation Industries 3. Core – Heimathof, St. Luke, Central Y, and Y Res 4. East - Trinity, Richelieu, Barcelona, Belle River, and Leamington 5. CSH – Sandwich, Chez Nous, Chateau Masson, Monarch, and McDowall House |
| COMMUNITY INCLUSION | A Foundation program for ALSO clients that provides support and resources to remove physical barriers to participation in activities of their choosing in the community. |
| CSH | CSH stands for Collaborative Supportive Housing. CSH's provide safe housing for people experiencing or at risk of or experiencing homelessness. |
| NOC | ALSO is structured through a <i>Hub and Spoke</i> model called Neighbourhoods of Care. (NOC) Each NOC has a Program Manager and dedicated staff. All clients of ALSO are assigned to an NOC depending on their location and level of care. |
| SERVICE AGREEMENT | A service agreement outlines the responsibilities of both ALSO and the client. It is created upon admission and reviewed annually. Each client has a copy of their service agreement. |
| SOCIAL RECREATION | The Social Recreation is a committee of the Foundation Board that plans client-centered activities and events throughout the year that provide opportunities for individuals to bond, share experiences, and improve their social well-being. This is an ALSO Foundation Funded program, ALSO does not receive any government dollars to fund any of these initiatives and relies solely on the fundraising endeavors of the Foundation. |

ALSO SERVICES

Client Intervention Services

Our Client Service Navigators process initial intakes and referrals for our potential clients. They are knowledgeable in community resources and can direct you to appropriate organizations as needed. In some cases, they can assist with forms and applications.

Attendant Services

Attendant Services assist with personal care and tasks of daily living for adults with permanent physical disabilities, survivors of acquired brain injuries, and the senior population of our community. These individuals can self-direct and can be left alone for periods throughout the day.

Assisted Living Services

Assisted Living is delivered in both Supportive Housing and Mobile Assisted Living models. Both are intended for clients who require a high level of service and need access to Attendant Services throughout a 24-hour day and cannot have their needs met on a visitation basis alone.

Supportive Housing Services are delivered in the client's home within an integrated apartment setting. There is a staff office located in the building. Staff are a phone call away.

Mobile Supports are delivered in the client's home in a Community of Care. These neighbourhoods are set up within a short geographical area from a 24-hour site. Clients' predictable care needs are set up on a scheduled basis; however, unpredictable non-emergency requests for assistance are still only a phone call away.

Personal Support/Independence Training (Outreach):

Services are provided on a pre-arranged visitation basis in the home of the client. The objective is to provide assistance where and when the client needs it, including in the workplace and at school.

Low Acuity Service

Personal care assistance for people requiring non-urgent, infrequent support that is less than daily. This is typically safe shower support 2 times a week.

Participation Industries - A Day Program

Participation Industries is a day program for adults with physical disabilities. Emphasis is placed on a goal-centered plan developed and implemented to optimize and challenge each individual.

ABI Personal Support and Independence Training

Individualized service plans are set up so that persons who have survived a brain injury can achieve their goals and rehabilitate in the community. These services are available with or without personal care.

ABI Supportive Housing

A shared care living environment is available for survivors of ABI who require services throughout a 24-hour period. Individualized service plans are developed with each client according to their specific needs and aspirations. Trained staff are on-site to assist with attendant care, but the focus of this program is assisting survivors to live a full life in the community.

Chrysalis Day Club

Chrysalis is a member-driven club based on meaningful work and the development of meaningful relationships for people who have an ABI. Facilitators support members in operating the club with projects based on skill, imagination, and the talents of the participants.

OTHER SERVICES

Collaborative Supportive Housing

ALSO supports three collaborative supportive housing locations in Windsor and Essex County. These units provide safe housing to vulnerable populations including Indigenous peoples, people with disabilities, and those at risk of homelessness.

Windsor Essex Gets You Home - WEGHO

ALSO is the Lead Agency for the WEGHO program (“Windsor Essex Gets You Home”) which provides short-term community support services to facilitate safe and sustainable discharges home from hospital. WEGHO services are targeted to isolated seniors with disabilities, especially those who are struggling financially. WEGHO navigators work with community partners to assist eligible discharged hospital patients with meals, transportation, wellness checks, housekeeping, and other services.

RIGHTS AND RESPONSIBILITIES

As a client of ALSO, there are certain rights and responsibilities that are important for you to be aware of. Certain items apply to you as a client, ALSO staff, and the ALSO organization. Please take time to review what falls under YOUR and ALSO's responsibility. Being knowledgeable of these items will help us make sure you get the best possible service.

THE PATIENT BILL OF RIGHTS

As a patient, family member, substitute decision maker, or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member, and contracted health service provider shall respect and promote your rights as follows:

- 1. To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal, and financial abuse.
- 2. To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
- 3. To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial, and cultural factors.
- 4. To receive Home and Community care services free from discrimination as per the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.**
- 5. A patient who is First Nations, Métis, or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
- 6. To receive clear information** about your home and community care services in a format that is accessible to you.
- 7. To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
- 8. To designate a person to be present with you during assessments**, and to **participate in the development**, evaluation and revisions to your care plan.
- 9. To receive assistance in coordinating your services.**
- 10. To give or refuse consent** to the provision of any home and community care service.
- 11. To raise concerns or recommend changes** related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
- 12. To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

YOUR RESPONSIBILITIES

- To direct how we provide your services by clearly instructing ALSO staff on how your support services are performed within the scope of your service agreement. Where appropriate, suggest improvements to how services are provided and acknowledge when providing service is going well.
- Cooperate with and treat ALSO staff with respect and dignity. Avoid abusive behavior, verbal or physical abuse, and threats. Neither expose nor involve ALSO employees to or in illegal behaviors or activities.
- Advise the Program Manager immediately on becoming aware that you or any person present while receiving care may have an infectious disease during the active infectious period when the disease could be easily transmitted (diseases including but not limited to Tuberculosis, MRSA, VRE, Measles, Shingles, COVID).
- Assume responsibility for your medication. Take charge of when, how, and what medication you take with the support of ALSO staff when necessary.
- Make sure your mobility equipment is in good working order. We can help you arrange service or maintenance if required. ALSO, Staff will only assist you with mobility in the manner identified by an Occupational Therapist.
- Assume full responsibility and direct staff in the delivery of services that fall under the Regulated Health Professions Act:

REGULATED HEALTH PROFESSIONS ACT

Non-routine tasks that require preplanning and training and must be added to your Service Agreement

- Bowel routine
 - Intermittent catheterization
 - Suctioning
 - Tracheostomy care
 - Blood glucose monitoring
 - Enteral feeding
 - Insulin injection
- Ensure all transfers will be completed based on the recommendations of an Occupational Therapist and performed with consideration to the health, safety and comfort of both client and staff.
 - Make sure your home is safe for ALSO staff to work in. If hazards are present, work with ALSO staff to eradicate them. For example, ensure clutter does not block paths or participate in efforts toward pest control.

- Let us know if you are not going to be home for your scheduled booking.
- Read and understand your Service Agreement before signing it.
- Be organized and ready to go at your scheduled time, use your allotted time in the manner intended and to your best advantage.
- Be mindful of your personal belongings, although ALSO takes every step to protect you and your belongings sometimes things can be misplaced or moved without you realizing it. To help us avoid unfortunate situations we ask that you find a space outside of your service area for important items and documents. This helps you remember where these items are always stored and helps prevent them from being moved or misplaced by any visitor to your home.

BACK UP PLAN

There are times when unexpected events may result in delayed service or staff shortages. It is important that you have a backup plan for assistance other than ALSO. We will always do our best to be there for your scheduled visit, but there could be times when you should expect delays or an unfamiliar person.

If there is a staffing shortage this might mean that an unfamiliar/un-orientated staff is sent to your booking. A lead attendant will call to advise you of this change. If you do not want this to happen, you may choose to use your backup plan.

If you have a pet you should include accommodation for your pet in your backup plan. We cannot assume responsibility for pet care in your absence, so having a backup plan is essential. For example, if you are admitted to the hospital, ALSO staff may not enter your residence without you being present; you need to make other arrangements for your pet care. We ask that you determine your backup plan and include this in your service agreement so that arrangements can be made when needed. We will not look after your pet without you being present; the role of your attendant is to support you to complete pet care.

ALSO STAFF RESPONSIBILITIES

- To follow the Client Bill of Rights at all times and without exception!
- To be prompt and stay the duration of the agreed time
- To complete all tasks outlined in your individual service agreement
- To follow your direction on additional preapproved tasks that can be completed during the course of your scheduled booking

- Please note it is required that staff wear close-toed shoes with good tread at all times when working. You can ask staff to have separate indoor shoes that they bring with them and wear in your home.
- To communicate with the program manager regarding service completion.

ALSO ORGANIZATIONAL RESPONSIBILITIES

- Deliver the best service possible to clients in keeping with The *Client Bill of Rights* and the Ontario *Community Support Services Act* as a whole.
- Adhere to assessment and eligibility criteria.
- Ensure fiscal responsibility to our funders within the current legislation adhering to service maximums and targets.
- Adhere to all other relevant legislation including the *Employment Standards Act*, the *Human Rights Code*, and the *Occupational Health and Safety Act*.
- Balance how our services are delivered through agency policy and procedure, and the *Collective Agreement* that applies to ALSO and its employees.
- Be diligent in our hiring process to best ensure our staff's success.
The process includes:
 - Prescreening Process
 - 2 Person Interviews
 - Police Clearance
 - Reference Checks
 - First Aid & CPR Training
 - On-Boarding & In Class Training
 - One-on-one Training

ALSO welcomes students from a variety of educational institutions to complete their training placements within the organization, all students are required to complete the same procedures as our staff before being able to work for us. Investing in students is valuable.

COMMITMENT TO INCLUSION, DIVERSITY, EQUITY AND ACCESSIBILITY

ALSO fosters an environment that respects each individual's diversity, dignity, ideas, and beliefs. We promote equity and diversity in employment and service delivery. We provide a supportive work environment and a culture that welcomes and encourages equality and inclusion for all. All human resources decisions are made without regard to race, creed, religion, sex, gender identity, gender expression, family status, language, place of origin, or disability.

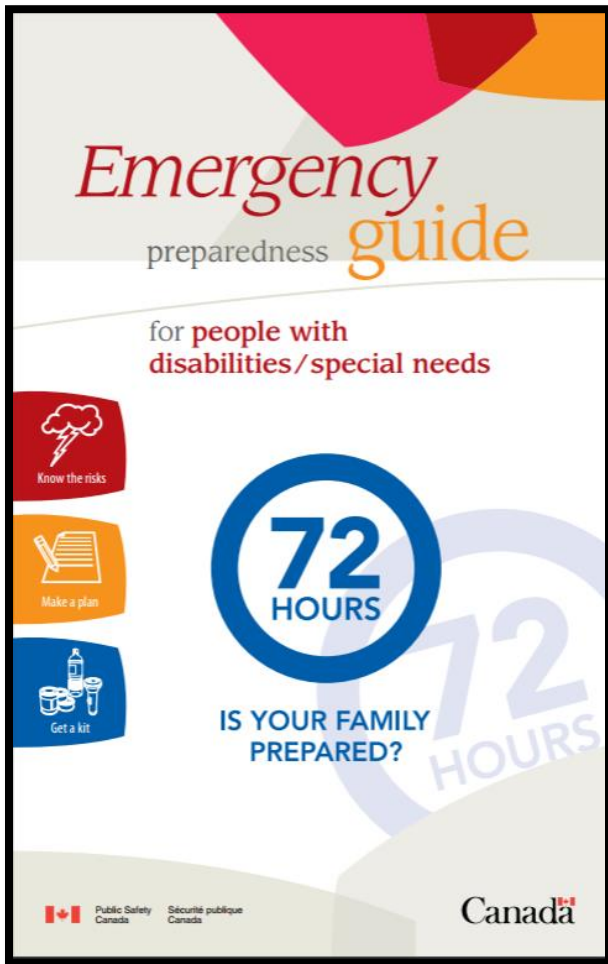
Client requests to exclude qualified staff based on any of the aforementioned characteristics are not accommodated.

ALSO DUTY TO REPORT

ALSO has a duty to report any suspected mistreatment or neglect of children, elderly, or animals. Reporting may include reporting to specific agencies or the proper authorities.

EMERGENCY PREPAREDNESS

Emergency preparedness is a shared responsibility. Everyone should be prepared to cope for at least the first 72 hours of an emergency. People with disabilities may have extra considerations to plan for.



For instance, bad weather could prevent ALSO staff from arriving at the agreed time. ALSO will do its best to find a replacement worker but we also encourage you to think about a backup plan for your care.

Please take the time to review the

EMERGENCY PREPAREDNESS GUIDE FOR PEOPLE WITH DISABILITIES/SPECIAL NEEDS

Available here: <https://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/yprprdnssgd-eng.pdf>

YOUR CARE

WHAT TO EXPECT BEFORE SERVICE BEGINS YOUR SERVICE AGREEMENT & CARE PLAN

Your service agreement is a legal document that outlines all of the tasks agreed between you and ALSO. The Agreement outlines both our and your responsibilities and includes the following information:

- Your name, address, telephone number, email address
- Emergency contacts
- Personal care details
- Any other services agreed to such as homemaking or med preparation medication assistance.

Service Agreements are important tools, and it is important that you understand the contents and report any requested change to your Program Manager. Your service agreement will be the basis for what tasks staff can complete while providing your service.

Your Program Manager will meet with you at least annually to review your services to ensure they continue to best meet your needs. Your service needs may change over time and may not require as much assistance necessitating service hours to be reduced. In other cases, service needs may increase, and additional hours may be provided.

If you experience a change in your care needs and need changes to your care plan, please contact your Program Manager.

STANDARDIZED ASSESSMENT - (“INTER RAI CHA”)

Any person in receipt of services funded through the Home and Community Care Support Services are asked to participate in a regular assessment of their needs.

A trained ALSO assessor, Ontario Health at Home Care Coordinator, or a partner community agency may do this assessment. Your Program Manager will use your assessment to help develop your service agreement.

Assessments are uploaded to the Integrated Assessment Record (IAR) application so that all service providers can see your information without having to ask you to repeat information.

The IAR is highly confidential and audited so that only approved persons can view your personal health information.

WHAT TO EXPECT FOR CARE & SERVICE

Services revolve around personal care. Our focus is assisting with hygiene, grooming, transfers, washroom assistance, etc. We may include assistance with independent activities of daily living including laundry and essential housekeeping, but this cannot be the sole focus of the service we provide. If included in your service agreement

Your service plan will guide staff to what tasks should be completed during your visit. If you would like any changes or modifications to your service plan, please contact your program manager.

Assisting With Medications

Clients must assume responsibility for managing their own medications. ALSO staff can remind you when to take your medications. When physical assistance is required, attendants can provide physical assistance. We strongly advise that clients have their medications delivered in dispensers or blister pack form and delivered directly from the pharmacy.

ALSO staff are unable to pick up medication or accept a delivery on behalf of a client.

Housekeeping

ALSO is not a homemaking service, and we do not place emphasis on this activity. We will assist with essential housekeeping fit-in around personal care when it has been identified in the service agreement. For housekeeping services that exceed "light" housekeeping, ALSO can assist with a referral to a homemaking agency.

Groceries

When you have no informal help to assist you with obtaining groceries, we will assist you to place your orders for groceries online and help you arrange delivery.

Transportation

ALSO staff will assist with arranging transportation if needed. We encourage you to register with Handi Transit, CareLink, use an accessible cab or other accessible public transportation. ALSO staff are not permitted to transport clients in their personal vehicles.

Pet Care

ALSO staff can assist clients in completing basic pet care. This must be arranged in advance with your Program Manager and included in your service plan. We cannot assume responsibility for pet care in your absence, so having a backup plan is essential.

Fee for Service

Additional services can be purchased by clients on a Fee-for-service basis. Please contact your Program Manager for more information including current fee rates.

WHAT TO EXPECT WHEN STAFF ARRIVE YOU MUST BE PRESENT

ALSO staff are not permitted to enter your home or provide service if you are not present. If ALSO staff arrive at the scheduled time and you are not home, the ALSO staff will wait no more than 15 minutes. If there are concerns for your safety, the ALSO staff may alert the building manager or your emergency contact. If you are not present, the ALSO staff will leave, and the booking will be forfeited. If this occurs with regularity your services may be suspended or terminated.

There may be times when a scheduled booking needs to be canceled or rearranged. We ask that you give your Program Manager or Program Lead at least 24 hours' notice. If we can reschedule to a different time without interfering with other client's scheduled service or accruing additional staff costs, we will gladly do so.

DIRECTING YOUR CARE: UNDERSTANDING WHAT YOU NEED, WHEN YOU NEED IT.

Directing your care means taking responsibility for the way your services are provided. You or your designate must be able to inform what tasks you will need for ALSO staff to perform when these tasks are to be performed and how you wish the tasks to be performed. You may use tools such as a check sheet to assist you in directing your service provision.

You must know when you need help and how to get it.

The key competencies which will assist you are:

1. Knowledge of your individual needs
2. Being able to explain how assistance is to be provided
3. Having all supplies on hand
4. Being organized
5. Using time efficiently

INFECTION CONTROL AND PERSONAL PROTECTIVE EQUIPMENT (PPE):

Keeping you as well as our staff safe is the number one priority for ALSO, activities such as washing hands and wearing gloves will be performed by ALSO staff at every booking. Other things such as wearing gowns and other PPE will be required on an as-needed basis.

HAND WASHING / GLOVES

Clean hands are essential to keep you healthy. You can expect your ALSO staff to wash their hands when entering and again before leaving your home and after providing direct contact assistance. We ask that you have soap by the sink and a paper towel so the staff can dry their hands. Some staff may choose to use an antibacterial sanitizer which is shown to also be an effective method of killing germs. Another way of reducing the risk of infection is through the use of gloves. ALSO staff will use a new pair of gloves every time they come into contact with body fluids.

PERSONAL PROTECTIVE EQUIPMENT

ALSO staff will wear the appropriate personal protective equipment (PPE) in the event infectious agents are present. This requirement is to protect you, the staff and other clients we serve. Some of the PPE you may encounter ALSO staff wearing are disposable masks, N95 respirators, goggles, and/or face shields.

PROHIBITED TASKS

Our staff are instructed they may NOT:

- Enter your home when you are not there
- Rearrange heavy furniture
- Climb chairs or ladders
- Go shopping for clients
- Loan or borrowing money from/to clients or their family/guests
- Use a client's bank card
- Shovel heavy snow
- Do outside yard work
- Childcare unless included in service plan
- Fix appliances
- Do plumbing work
- Provide haircuts
- Cut nails without assessment
- Accept gifts or money

SAFE BOUNDARIES BETWEEN CLIENTS AND THEIR STAFF

Boundaries define the limits of behavior which allow clients and staff to engage safely in a supportive and professional relationship. This relationship is based on trust, respect, and the appropriate use of power.

Here are some guiding principals:

- Maintain professionalism
- Maintain clear communication
- Respect personal space and physical boundaries
- Respect emotional boundaries
- Respect time boundaries
- Respect digital boundaries
- Respect confidentiality
- Be culturally sensitive

HEALTH & SAFETY

Under the Occupational Health and Safety Act, our workers are entitled to a safe workplace. We need to work together to ensure your home is a safe and healthy place to provide service.

COMMON HAZARDS AND WHAT TO DO:

IF YOU SMOKE CIGARETTES, MARIJUANA OR VAPE:

- Please make sure there is no smoking at least 15 minutes before the ALSO staff arrive.
- Please ensure that you allow for the smoke to clear and have proper ventilation
- Ensure there is no smoking/vaping during the visit.
- Please ensure that you smoke/vape responsibly and do not put yourself at risk or others whose lives could be affected by a fire started by a lit cigarette.
- If you smoke during or immediately before a booking, the ALSO staff will remove themselves for at least 15 minutes to allow the smoke to dissipate. The lost time will not be made up.
- Staff are not permitted to participate in lighting cigarettes except when this is done outside.

DO YOU HAVE PETS?

Clients must maintain control of their pets. Animals that present a safety hazard to staff must be removed from the area where services are provided. Some situations may include an animal that is aggressive towards staff, protective of its surroundings, or causes trip and fall hazards. Friendly animals jumping on staff or that are underfoot also cause a safety hazard and must be removed for the duration of the booking.

DO YOU HAVE A DRIVEWAY OR SIDEWALK THAT YOU ARE RESPONSIBLE FOR?

Please make a plan in advance for snow removal during the winter months. Walkways, porches, steps and driveways need to be clear of snow and ice for staff to safely get to your home. ALSO does not assume responsibility for snow removal at client homes.

DO YOU USE NEEDLES OR SHARPS?

- You must dispose of these safely. Disposal containers and sharps handling tools are available free of charge at most pharmacies. Loose needles and sharps lead to needle stick injuries for staff. You must dispose of them properly.
- Follow your Physician's instructions if you require assistance with glucose monitoring or assistance with your insulin
- Ensure you have equipment and supplies and that they are in good working order (Example: insulin on hand, test strips and do not overuse your sharps)
- ALSO staff will not recap used needles

DO YOU HAVE A WEAPON IN YOUR HOME?

Any item that could be classified or perceived as a weapon must be secured and put away before staff enter your home. If a staff member enters and a weapon is not secured, they will exit your home and give you time to properly store the item before they return. If the item is still exposed your visit may be cancelled and will be followed up with a safety plan created with the Program Manager.

WHEN THINGS DON'T GO AS EXPECTED

Should you have an issue or problem related to your service, please follow these steps:

- STEP 1:** If it involves ALSO staff, approach them as soon as possible and try to reach a resolution.
- STEP 2:** If this does not resolve the issue, communicate your concern to your Program Manager using the *Concern Report* form or by telephone. Your Program Manager can help you fill in the form if needed.
- STEP 3:** The Program Manager communicates with all parties, and makes recommendations for resolution. This may include a joint meeting between all parties.
- STEP 4:** The Program Manager identifies recommendations in writing on the *Concern Report* form and forwards the report to a Senior Manager for input, approval, and sign off. The signed report is then returned to the client.
- STEP 5:** If the issue remains unresolved, the client may request a meeting with the Director of Service and/or the Executive Director.
- STEP 6:** If the issue still remains unresolved, the client can request to have their concern reviewed by the: **Health Services Appeal and Review Board** (www.hsarb.on.ca)
1-866-282-2179 TTY/TDD 1-877-301-0889 email: hsarb@ontario.ca.

You have the right to make a complaint, receive a response, and appeal that response if you are not satisfied. We want to constructively problem-solve with you.

YOUR PRIVACY

With your express consent, we collect personal health information to be able to provide the care and services you need. This information may be used by a variety of ALSO employees on a “need-to-know” basis. For example, your worker needs to know pertinent medical information such as whether you are diabetic or epileptic. This information can help them respond to your needs. Your Program Manager could, with your permission, make a referral to another community support agency such as Community Mental Health - they may need to know about prior history related to your current needs.

ALSO has appointed a Privacy Officer to ensure that ALSO is compliant with all laws, policy and procedures related to personal information and personal health information.

Privacy Officer: 519-969-8188 ext. 234

ALSO clients have an electronic file that contains application and intake information, service agreements, incident or concern reports, occupational therapist reports, etc. These records are kept securely in a cloud-based file. Access to your records needs to be approved by the ALSO Privacy Officer prior to review. You can access your personal files by contacting the ALSO Privacy Officer.

We require consent to share your information with anyone. You can withdraw your consent at any time by contacting the ALSO Privacy Officer. Withdrawing your consent may hinder ALSO’s ability to assist you. The Privacy Officer can better relate the circumstances of withdrawing consent.

GET INVOLVED

There are many ways for you to get involved at also

COMPLETE SURVEYS: We conduct annual surveys - these are important tools to let us know what we are doing well and what we need to improve

BOARD OF DIRECTORS AND COMMITTEES: Consider applying for our Board of Directors or to a committee

VOLUNTEER: We have lots of different volunteer opportunities for people who want to volunteer regularly, for specific events, or periodically as needed

PARTICIPATE: ALSO holds annual and periodic events for you to enjoy including our Holiday Party, Walk N Roll, and Summer BBQ.

SOCIAL RECREATION: The ALSO Foundation funds several activities throughout the year through the Social Recreation Committee. ALSO does not receive any government dollars to fund any of these initiatives and relies solely on the fundraising endeavors of the Foundation. Many of the clients who benefit from the social recreation program attend and participate in these fundraising events which are pivotal to their success.

COMMUNITY INCLUSION: Funded by the ALSO Foundation, the Community Inclusion program aims to help with the financial burden of removing physical barriers to clients in the community. The goal is to assist all clients to independently access the community activities of interest to them, by ensuring the necessary personal support, transportation, equipment, and in some cases, financial resources are available for activities they choose.

ASSISTED LIVING GOES OUT – (ALGO): Assisted Living Goes Out (ALGO) purpose is to actively seek out and support accessibility with the overarching aim of contributing to improved well-being and enjoyment of all people in our community. Each month, a business that meets the ALGO accessibility criteria will receive an official certificate, and seal of approval and will be showcased on our social media platforms. Nominate businesses through the ALGO section on our website.

SOCIAL MEDIA: Stay current with all things ALSO by connecting with us on any of our social media platforms. Important information and updates, as well as event information, advocacy, and relatable content, are shared across all platforms.

DONATIONS

WE GRATEFULLY ACCEPT MANY DIFFERENT TYPES OF DONATIONS FROM THE PUBLIC.

PLANNED GIFTS are charitable donations that will go to Assisted Living Southwestern Ontario at some point in the future. Each type of gift has different benefits. If you or a loved one are interested in creating a planned gift for ALSO please contact us and we can connect you with the resources to ensure your wishes are fulfilled.

LEGACY GIFT - What is a Legacy Gift and How Can I Leave One?

A legacy gift is a donation to a charity or non-profit organization put into your will including bequest items. Legacy gifts are distributed after you pass away and can be made up of a specific dollar amount, a percentage of your assets, or an item of value.

Legacy giving is a way to leave a lasting legacy of generosity and captures an important part of your life story.

Just one sentence in your will can secure a better future for adults with disabilities in need. If you decide to make a gift in your Will, you are not alone, there are an estimated 1.5 million Canadians today who have planned bequests to charities and their spirit of giving will live on and will help transform countless lives for generations to come.

If you'd like to discuss a legacy gift with us, we would love to hear from you.

DONATIONS THROUGH LIFE INSURANCE

Naming Assisted Living Southwestern Ontario as the owner or beneficiary of a new or existing life insurance policy is a low-cost way to leave a lasting donation to ALSO.

LIFE INCOME GIFTS

Life income gifts, such as charitable gift annuities or charitable remainder trusts, can be set up through a financial advisor. In addition to representing significant donations to Assisted Living Southwestern Ontario, they also provide you with income and tax benefits.

IN MEMORIAM GIFTS

When looking to honour a loved one people seek out organizations that were pivotal in their care and, in many cases ALSO has been at you or a loved one's side for years. If you would like ALSO to be the beneficiary of you or your family members in memoriam gifts, it can be arranged through the director while planning or making celebration of life or funeral arrangements.

IN HONOUR GIFTS

Don't know what to buy that special person in your life on a special occasion like a birthday, wedding or Christmas. Consider donating to Assisted Living Southwestern Ontario and we will send a tax receipt and a communication indicating that a donation has been made by you to honour the special occasion, donation amounts are not shared.

RESOURCES

- Police, Fire or Ambulance Emergency – Immediate Assistance
Dial 911
- Assisted Living Southwestern Ontario
519-969-8188 or www.alsogroup.org
- City of Windsor services or information – Non-emergency municipal inquiries.
Dial 311 or 519-255-2489 or www.citywindsor.ca/city-hall/customer-service/311
- Community and Social Services Help Line and referrals
Dial 211 or www.211Ontario.ca/contact/
- Handi-Transit
519-966-0930
- Mental Health and Addictions Urgent Crisis Centre (MHART)
Crisis Line: 519-973-4435 or 519-257-5111 ext. 77968 or <https://www.hdgh.org/MHART>
- Ontario Health at Home
519-258-8211 www.ontariohealthathome.ca/home-care/

SERVICE AGREEMENT



Assisted Living | Aide à la vie autonome
Southwestern Ontario | Sud-Ouest de l'Ontario

SERVICE AGREEMENT

(includes Service Plan)

BETWEEN

Assisted Living Southwestern Ontario
(hereinafter referred to as ALSO);

and

(Client, hereinafter referred to as "you")

By signing and returning a copy of this contract with ALSO, it is understood that you hereby accept and agree to abide by the following terms:

1. The Services offered by ALSO are designed to provide assistance only to the extent to which they are required by reason of your physical disability. These services are specified in your personalized Service Plan (attached)
2. ALSO will provide support services as set out in your individual service plan.
3. ALSO does not provide a medical model of service. Medical care and / or nursing services: these are to be arranged by you if needed.
4. As ALSO is responsible for working safely and within applicable legislation, you agree to abide by the decisions of the Board of Directors in matters relating to:
 - a) whether the nature of your service requirements can be met by Assisted Living Southwestern Ontario;
 - b) whether the services provided by Assisted Living Southwestern Ontario are appropriate for your needs;
 - c) whether you demonstrate the ability to direct your own services within reasonable limits of safety for yourself and for staff.

5. You agree to assume and comply with the following responsibilities:
- To direct how we provide your services by clearly instructing staff on how home making and personal support services are performed within the scope of your service agreement. Where appropriate, suggest improvements on how services are provided as well as offer encouragement for a job well done.
 - Cooperate with and treat ALSO staff with respect and dignity. Avoid abusive or disruptive behaviour, verbal or physical abuse, intoxication and threats. Neither expose nor involve ALSO employees to or in illicit behaviors or activities.
 - Advise Manager immediately on becoming aware that you or any person present while receiving care may have or symptoms of an infectious disease during the active infectious period when the disease could be easily transmitted (diseases including but not limited to Covid 19, Tuberculosis, MRSA, VRE, Measles, Shingles).
 - Assume responsibility for your medication, with the assistance of ALSO staff when necessary.
 - Assume full responsibility including understanding risks involved, being aware of predictable outcomes, taking full responsibility for the delivery of service and directing staff in the delivery of services that fall under the Regulated Health Professions Act.
 - Ensure all transfers will be completed based on the recommendations of an Occupational Therapist and performed with consideration to the health, safety and the comfort of both Client and staff.
 - Make sure your home is safe for your Attendant to work in. Ensure clutter does not block paths.
 - Let us know if you are not going to be home for your scheduled booking.
 - Read and understand your Service Agreement and Service Plan before signing it.
 - Have a backup plan for times when services could be interrupted.
 - Be organized and ready to go at your scheduled time, use your allotted time in the manner intended and to your best advantage.

Direct staff to perform tasks listed below which are defined as “controlled acts” under **The Regulated Health Professions Act**. The Client must understand the risks involved, be aware of the predictable outcomes, and take full responsibility for the delivery of the service

6. In accordance with Part III of the Long Term Care Act, Client Bill of Rights (formerly Bill 173), the Client receiving services from ALSO has the right to:
- a) Be treated in a courteous and respectful manner and to be free from any form of abuse by staff;

- b) Be dealt with in a manner that respects the Client's dignity and privacy, promotes the Client's autonomy, recognizes individuality, and is sensitive to and responds to the Client's needs and preferences;
 - c) Receive information about the service provided by ALSO and who will provide the service;
 - d) Participate in the assessment of service required and the development, review/evaluation of the Client Service Plan and requirements;
 - e) Give or refuse consent to any service;
 - f) Raise concerns or recommend changes to the service or policies and decisions that affect the Client's interests without fear of interference, coercion, discrimination or reprisal; and
 - g) Be informed of the laws, rules and policies affecting the operation of ALSO and to be informed in writing of the procedures for making complaints or appealing a decision affecting services.
7. You agree to inform the Program Manager when and if your attendant service needs change.
8. In order for service delivery to operate as smoothly as possible, you agree to make a reasonable effort to maintain or improve your level of independence and self-care.
9. If ALSO determines that you no longer meet the criteria of ALSO by reason that:
- a) the services offered are no longer required by you or you have not used services for an extended period of time;
 - b) your service requirements develop beyond those offered by ALSO, and cannot be met by other sources in your setting (e.g. nursing care);
 - c) you are in breach of your responsibilities under the terms of this service contract;
 - d) you are regarded for any other proper reason as unsuitable for services from ALSO.

You will, in any of the forgoing cases, on request of the Executive Director, make arrangements to secure attendant services through another service provider by the termination date. The termination date will never be given with less than 60 calendar days' notice. ALSO will provide assistance with the transition of services as outlined in the Termination of Services for Changing Care Needs and Inappropriate Behaviour Policy.

Upon termination notice, you have the RIGHT TO APPEAL to the Board of Directors of Assisted Living Southwestern Ontario. The Board will strike an independent Appeal Committee to hear your grievance. The decision of the Appeal Committee shall be final within Assisted Living Southwestern Ontario.

If you are not satisfied with the decision of the Appeal Committee, the Client can bring their issue to the Health Services Appeal and Review Board (HSARB). The HSARB is established by the Ministry

of Health and Long Term Care Appeal and Review Boards Act. Clients can contact the HSARB at the following coordinates:

Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, Ontario M5S 1S4 Canada
Telephone: 416-327-8512
1-866-282-2179 (Toll-Free)
TTY/TDD: 416-326-7889
1-877-301-0889
Fax: 416-327-8524
E-mail: hsarb@ontario.ca

10. Waiver of Liability: I acknowledge that ALSO is a non-profit organization intended to assist persons with disabilities to achieve greater independence in their lives. I hereby fully and finally release ALSO from any claims or causes of action which may arise in any way from services which ALSO provides to me, or arising out of the conduct, or actions of any employee acting on behalf of, ALSO whether personal injury, property damage, or both.

11. I acknowledge that I have read and fully understand the terms of the service agreement as set forth above, AND that I agree to these conditions.

12. I hereby grant ALSO the right to reproduce, use, exhibit, display, broadcast, distribute and create works of the photographed images of me for use in connection with the activities of ALSO or for promoting, publicizing or explaining ALSO's activities including the website.

I HEREBY UNDERSTAND AND AGREE TO THE TERMS OF THIS SERVICE AGREEMENT.

DATED in _____, Ontario
(city)

THIS _____ DAY OF _____, 20____
(day) (month) (year)

Client Signature

ALSO Signature

THIS AGREEMENT WILL BE REVIEWED YEARLY

**AUTHORIZATION
FOR RELEASE OF INFORMATION**

I, _____
(name)

of _____
(address)

DO HEREBY AUTHORIZE THE REPRESENTATIVES OF ASSISTED LIVING SOUTHWESTERN ONTARIO TO RELEASE INFORMATION TO, AND/OR OBTAIN INFORMATION FROM

Name of Agency, Organization of Individual

PERTAINING TO

A REPRESENTATIVE OF ASSISTED LIVING SOUTHWESTERN ONTARIO HAS EXPLAINED THIS DOCUMENT TO ME PRIOR TO MY SIGNING IT, AND I UNDERSTAND ITS CONTENTS.

Client

Date

Witness

Date of Expiry